



MINUTES OF THE BOARD OF SUPERVISORS
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer
Clerk of the Board of Supervisors
383 Kenneth Hahn Hall of Administration
Los Angeles, California 90012

County Counsel
Director of Health Services

At its meeting held June 1, 2004, the Board took the following action:

86-A

Supervisor Antonovich made the following statement:

“The California Endowment and the California HealthCare Foundation are jointly funding an initiative, known as the Frequent Users of Health Services Initiative, to support collaborative efforts by public and private organizations to identify patients who are high users of emergency room care and develop interventions to reduce utilization of these high cost services.

“The Frequent Users Initiative will award up to five Implementation Grants to collaboratives of public and private organizations in California for projects focusing on patients who repeatedly use high-cost, high-intensity services for health crises that could have been avoided with appropriate care. The Department of Health Services has been participating in a collaborative in the San Fernando Valley that has developed a proposal to address the issue of frequent users of emergency room services at Olive View-UCLA Medical Center. Tarzana Treatment Center has agreed to act as the lead applicant agency for the proposal.

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“The program being developed by the collaborative would involve the placement of case managers at the Olive View-UCLA Medical Center to provide personalized assistance to frequent users of emergency services by improving their linkages to other needed services, including housing assistance, substance abuse treatment, mental health services, vocational services, public benefits enrollment, transportation assistance, and ambulatory medical care. The goal is to increase awareness of other care opportunities and reduce overutilization of emergency room services. The organizations participating in this collaborative effort hope to reduce emergency room overcrowding by decreasing the number of visits made by frequent users to the emergency room. If successful, this model could be extended to other emergency rooms around the County.

“One of the requirements of the grant application is that agreements must be in place among the members of the collaborative to ensure to facilitate patient case management, integration of services, and communication among participants.

“This project will provide an important opportunity to identify the reasons patients seek care in the emergency room, rather than from a primary care doctor and help in the development of interventions to reduce overcrowding of hospital emergency rooms. In order to facilitate Olive View’s participation in this project and complete the grant application, we should move forward with the necessary letters of understanding between the participants.”

Therefore, on motion of Supervisor Antonovich, seconded by Supervisor Burke, unanimously carried (Supervisor Molina being absent), the Director of Health Services was directed to work with County Counsel to develop and execute a Memorandum of Understanding with Tarzana Treatment Center that outlines the responsibilities of each party for participation in the Frequent Users Initiative Project, which will support collaborative efforts by public and private organizations to identify patients who are high users of emergency room care and develop interventions to reduce utilization of high cost services that could be avoided with appropriate care.

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Chief Administrative Officer